

NJ OBSERVATION REPORT #110

Verizon-NJ has been unable to provide evidence of sufficient CLEC documentation regarding the methods and procedures (M&Ps) for the opening of trouble tickets on lines migrated from retail to wholesale on or immediately following the service order due date.

Issue

Upon review of CLEC documentation on the Verizon Wholesale web site (<http://www.bellatlantic.com/wholesale/>) as well as the RETAS guide for CLECs, KPMG Consulting found that there is insufficient documentation available to CLECs attempting to open a trouble ticket either manually or via RETAS on a newly migrated line on or immediately following the service order due date. Specifically KPMG Consulting was unable to locate formal documentation, available to CLECs, that provides a timeframe for CLECs attempting to open tickets on newly migrated lines. The documentation does provide a description of work around procedures available to CLECs when there is recent service order activity, but does not state when those procedures will come into effect.

KPMG Consulting made a request on 7/27/01¹ for CLEC documentation that explains when a service provider can open a trouble ticket on the service order due date. Verizon's response did not provide any formal CLEC documentation or official M&Ps regarding this process.

Assessment

The transfer of a service to a new carrier is a very sensitive time; the end-users' initial opinion of their new provider can be significantly affected by any problems with their service on the day that they are transferred to the new provider. There is little information for CLECs attempting to initiate trouble repair procedures on the service order due date. In addition, the CLECs do not have Verizon M&Ps that provide options available to them in the event that both the standard trouble ticket create procedures and the Verizon-provided work-around fail.

The end-user (or new CLEC customer) considers a trouble with their line to be the responsibility of the CLEC, not Verizon. If the CLEC is unable to open a trouble ticket on newly migrated lines and begin repair of troubles in a timely manner, the end-users' first impression of their new service provider will be that of compromised service quality and delayed response to trouble complaints.

Verizon Response: (08-07-01)

Verizon will add the following sentence to the Web documents listed below. "If a CLEC receives a call from a customer reporting a trouble on the due date of an order to change

¹ Document request #205. Verizon responded to this request on 7/31/01.

providers to that CLEC, the CLEC may attempt to use RETAS. However, if assistance is needed for trouble ticket entry, prior to receipt of a Provisioning Completion Notice (PCN) the CLEC should call the RRSC; following receipt of a PCN the CLEC should call the RCMC.” The specific locations where this language will be added are:

- Reseller Handbook – Volume III, Section 6.3.2.1, “Trouble Entry” section, add sentence to the end of the “WHOLESALE” paragraph
- CLEC Handbook – Volume III, Section 8.1.5, “Trouble Entry” section, add sentence to the end of the “WHOLESALE” paragraph
- RETAS User Guide, Section 3.1.2, add sentence to the end of the second bullet as a “NOTE:” within parentheses